SOFTWARE TROUBLE REPORT

ENHANCED COMPREHENSIVE ASSET MANAGEMENT SYSTEM (ECAMS)
EPU/TRANSPORTABLE ECAMS (GMS)

TO: NAVAL AVIATION DEPOT
NAS NORTH ISLAND
CODE 322, BLDG 317
SAN DIEGO, CA 92135

4. OFFICIAL USE ONLY

DATE RECEIVED: _____

CM SEQ NUMBER: _____

CM STR NUMBER: _____

1. DATE SUBMITTED	2. CATEGORY (CIRCLE)	3. PRIORITY (CIRCLE)
	{ APP DOC PROC UNK SYS	1 2 3 4 5

5.

6. PROBLEM TITLE (BRIEF DESCRIPTIVE TITLE)

7. ORIGINATOR IDENTIFICATION

8. RELATED STRs

NAME	PHONE	ACTIVITY/COD

9. PROBLEM DESCRIPTION (BE SPECIFIC. INCLUDE DOCUMENT NUMBERS, TITLES, PAGE NUMBER(S), ETC., IF APPLICABLE).

10. ORIGINATORS SUGGESTED

11. DETERMINATION OF FAILURE MODE

☐ CODE PROBLEM

☐ DATA BASE PROBLEM

☐ DOCUMENTATION PROBLEM

☐ DETAIL DESIGN PROBLEM

☐ REQUIREMENTS PROBLEM

12. PSD DISPOSITION

☐ ACTION

☐ CLOSED

☐ CANCELLED (SEE BLOCK 13)

AUTHORIZING   DATE

13. COMMENTS

STR REPORTING FORM AND INSTRUCTIONS

The Software Trouble Reports (STR) is the reporting form which the PSD ECAMS Software Support Activity (SSA) uses for identifying, tracking and correcting problems encountered by the fleet. Also, the STR form should be used to document software modifications and proposed enhancements which the fleet would like to have for improved ECAMS effectiveness. Upon completion this form should be mailed to:

C.O., NAVAL AVIATION DEPOT, NAS NORTH ISLAND, CODE 322, BLDG 317, SAN DIEGO, CA 92135-5112

INSTRUCTIONS FOR COMPLETING THE SYSTEM TROUBLE REPORT (STR)

BLOCK 1: DATE SUBMITTED
Enter the date the STR is prepared.

BLOCK 2: CATEGORY
Circle the appropriate category to identify the type of item the STR affects: S/W = Software (APP = Application, SYS = SYSTEM), DOC = Document, PROC = Procedure, UNK = Unknown.

BLOCK 3: PRIORITY
Circle the appropriate priority of the STR. Priorities shall be assigned in accordance with the following.

PRIORITY 1
An error which prevents the accomplishment of an operational or mission essential function in accordance with official requirements, which interferes with an operator to the extent that the operator prevents the accomplishment of an operational or mission essential function, or which jeopardizes personnel safety.

PRIORITY 2
An error which adversely affects the accomplishment of an operational or mission essential function in accordance with official requirements, so as to degrade performance and for which no alternative work-around solution exists; or which interferes with an operator to the extent that the operator adversely affects the accomplishment of an operational or mission essential function so as to degrade performance and for which no alternative work-around solution exists.

PRIORITY 3
An error which adversely affects the accomplishment of an operational or mission essential function in accordance with official requirements so as to degrade performance and for which there is a reasonable work-around solution; or which interferes with an operator to the extent that the operator adversely affects the accomplishment of an operational or mission essential function so as to degrade performance and for which there is a reasonable work-around solution.

PRIORITY 4
An error which is an operator inconvenience or annoyance and does not affect a required operational or mission essential function.

PRIORITY 5
All other errors.

BLOCK 4: OFFICIAL USE ONLY
Leave this area blank, reserved for PSD NORIS use.

BLOCK 5: PROJECT/SYSTEM/SUBSYSTEM/CONFIGURATION ITEM
Enter the identification of the Project, System, Subsystem and Configuration Item affected by the STR. Identify to the lowest level known.

BLOCK 6: PROBLEM TITLE
Enter a brief descriptive title of the problem.

BLOCK 7: STR ORIGINATOR
Enter the name, phone number, activity and code of the individual preparing the STR.

BLOCK 8: RELATED STRs
Enter number of all STRs, known by the originator, related to this STR.

BLOCK 9: PROBLEM DESCRIPTION
Enter a detailed description of the problem. Provide any information that might assist in the analysis of the problem, including events leading up to and co-incident with the problem.

BLOCK 10: ORIGINATORS SUGGESTED SOLUTION/COMMENTS
Enter any suggested solution or any comments which may assist in arriving at a satisfactory solution to the problem.

BLOCKS 11, 12 AND 13:
Leave these areas blank, reserved for PSD NORIS Software Engineer.